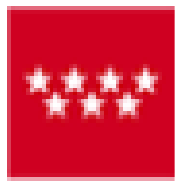
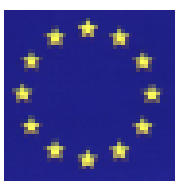


<b>INSTITUTO DE EDUCACIÓN SECUNDARIA</b> Consejería de Educación <b>Comunidad de Madrid</b> Fondo Social Europeo		 
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**PRUEBAS PARA LA OBTENCIÓN DE TÍTULOS DE TÉCNICO Y TÉCNICO SUPERIOR**

***Pruebas para la obtención de títulos de Técnico y Técnico Superior Convocatoria correspondiente al curso académico 2023-2024***

*ORDEN 3299/2020, de 15 de diciembre, del Consejería de Educación y Juventud. (BOCAM martes 22 de diciembre de 2020)*  
*RESOLUCIÓN de 29 de diciembre de 2023 (BOCAM viernes 12 de enero de 2024)*

DATOS DEL ASPIRANTE			CALIFICACIÓN
APELLIDOS:			
Nombre:	D.N.I.:	Fecha:	

Código del ciclo: <b>ADGS01</b>	Denominación completa del ciclo formativo: <b>TÉCNICO SUPERIOR EN ASISTENCIA A LA DIRECCIÓN</b>
Clave del módulo: <b>07</b>	Denominación completa del módulo profesional: <b>LENGUA EXTRANJERA. INGLÉS</b>

INSTRUCCIONES GENERALES PARA LA REALIZACIÓN DE LA PRUEBA
<p>No se permite el uso de diccionario.</p> <p>El tiempo máximo de realización de la prueba es de una hora y media.</p> <p>Se contestará a las preguntas en el mismo papel de examen.</p> <p>Se proporcionará una hoja en blanco para la realización de posibles ensayos antes de anotar las respuestas definitivas. Esta hoja se entregará junto con el examen a su finalización.</p> <p>Se recomienda leer el enunciado de cada pregunta con atención. Se <b>penalizarán los errores</b> en los ejercicios donde así se indica.</p> <p>El Listening se escuchará dos veces.</p> <p>Los estudiantes que lleguen con retraso no se les permitirá el acceso al aula cuando hayan pasado más de 15 minutos desde el inicio del examen. Aquellos que lleguen con retraso no se les prolongará el tiempo de examen y finalizarán según este planificado</p> <p>No se permite la salida del aula una vez comenzada la prueba hasta su finalización o hasta transcurridos, al menos, 15 minutos desde el comienzo del examen.</p> <p><b>CRITERIOS DE CALIFICACIÓN:</b> Cada ejercicio tiene al lado el valor en puntos.          El máximo de la prueba son 96.          Para aprobar son necesarios un mínimo de 48 puntos.</p>

# PRUEBA LIBRE ASISTENCIA A LA DIRECCIÓN INGLÉS

**NOMBRE:**

**FECHA:**

## **Vocabulary:**

**1) Choose the right option (10 points) – 1 points each mistake:**

1. Hello sir, I am so **pleased/exhausted/glorified** to finally meet you.
2. My job consists of speaking of the phone with clients with the intention of providing them with our products, I am the **administrative assistant/marketing manager/sales representative**.
3. I do not find that time suitable for a meeting, the manager will not be in the office until **midnight/noon/Christmas**.
4. Hi. This is Christine, how **should/might/may** I help you?
5. I am sorry my email was late. I will send you the details **FYI/NYR/ASAP**.
6. We have already run out of paper clips, you need to place a new **shipping/product/order**.
7. I find it difficult to think of a better person for the job than Michael, he is so **untalented/hardworking/obnoxious**.
8. According to our latest bank **receipt/memorandum/statement**, we are already in the red.
9. My brother is determined to apply for that job **holiday/work/vacancy**.
10. Sir, you can even take a look at further information of our company in our **flyer/brochure/business card**.

## **Grammar:**

**1) Fill the gaps with the right word or the correct form of the words or expressions in brackets or choose the right form (10 points):**

1. Every morning, Daniel \_\_\_\_\_ (take) a coffee break at about 11.
2. This office looks awfully dirty. The people in charge \_\_\_\_\_ (rarely/often/frequently) cleans it.
3. Yesterday, I \_\_\_\_\_ (make) a reservation for our managers at Maxim's.
4. Our telemarketing department, \_\_\_\_\_ is in charge of telephoning clients and selling products, is a cornerstone in this company.
5. If I \_\_\_\_\_ (have) the chance to leave this place, I \_\_\_\_\_ (apply) for a job in IT.

6. I am listing all the names of our clients **to make the job of our employees easier/since the job of the employees is easy/as a result of how easy the job of our employees is.**
7. I \_\_\_\_\_(not/make) that reservation yet.
8. Right now, I \_\_\_\_\_(put) all the documents into the filing cabinet.
9. Mr. Berenson, \_\_\_\_\_often gives a speech in the morning, is sick today.
10. The people from this department \_\_\_\_\_(be) really close-knit.

### Reading comprehension:

1) Read the following text and answer the questions (20 points):

#### Morning programme

<b>9.00– 9.30</b>	<b>Conference opening</b> <i>Dr Jon Martinez</i>		
<b>9.30– 10.45</b>	<b>Management styles</b> <i>with Helena Clark</i> Consider the different management styles and how you can adapt yours to suit your team.	<b>Giving feedback</b> <i>with Amelia Novak</i> Explore the different ways to give feedback to maximise development.	<b>Managing change</b> <i>with Akira Yoshida</i> Help your employees deal with change and to see the positives change can bring.
<b>10.45– 11.15</b>	<b>Coffee break</b>		

<b>11.15– 12.30</b>	<b>Using storytelling in leadership communication</b> <i>with Antoine Martin</i> Sometimes, the best way to communicate with your team is by telling stories. Find out how to do this in this workshop.	<b>Leading small businesses</b> <i>with Cheng Wei</i> How is leading small businesses different and how can leaders of small businesses bring success to their team?	<b>Leading in uncertain times</b> <i>with Omar Abboud</i> Uncertainty can affect the success of your team. Learn to bring confidence to your team in a time of uncertainty.
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#### Afternoon programme

<b>12.30– 2.00</b>	<b>Lunch</b>
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<b>2.00– 3.15</b>	<b>Managing international projects</b> <i>with Alisa Petrov</i> Consider how to ensure successful intercultural communication in your international teams.	<b>Developing creative thinking in your team</b> <i>with Mariana Silva</i> How can you get your team to think more creatively? Explore the different ideas that can help your team see things in a new way.	<b>Conflict management</b> <i>with Tracy Edwards</i> Conflict can create problems in your team, but managing conflict well can bring about development. Learn how to manage conflict in this workshop.
<b>3.15– 4.15</b>	<b>Group discussions</b>		
<b>4.15– 5.00</b>	<b>Conference closing</b> <i>Dr Grace Moloney</i>		

**a) Find words in the text which mean the same as the following words (10 points):**

1. Administration \_\_\_\_\_
2. Augment \_\_\_\_\_
3. Seminar \_\_\_\_\_
4. Comment \_\_\_\_\_
5. Determination \_\_\_\_\_

**b) Answer the following two questions (10 points):**

1. In your opinion, which class is the most interesting and why? (Use connectors of opinion and agreement/disagreement)
  
2. In which class you are supposed to learn how to deal with people from other countries? Why?

## **Writing:**

- 1) Write a short email (100-120 words) to your director with the details of a four-day business trip plan in Madrid (hotels, restaurants, visits, meetings): 20 points: - 0,2 per spelling mistake, -0,5 per grammar mistake, -10 lack of coherence and appropriateness.

## **Listening:**

**Complete the sentences (16 points):**

### **Listening 1**

#### **Phone message from Stephanie Klas**

Called about the <sup>1</sup> ..... for training programme.

Our email didn't mention Time Management courses – Ms Klas has scheduled <sup>2</sup> ..... for next year.

How many <sup>3</sup> ..... courses do we want: 2, 3 or 4?

Finally, needs clarification on <sup>4</sup> ..... required.

Arrange Skype meeting.

### **Listening 2**

#### **Received calls log**

From: Maria Harper

Called about position with <sup>5</sup> ..... Engineering.

Wanted info about company's on- <sup>6</sup> ..... training.

Said we always got <sup>7</sup> ..... especially for management training.

Will contact <sup>8</sup> ..... to ask if Maria should still apply.

### **Speaking (20 points).**

You have to organise a business trip. You call the hotel, greet the receptionist, introduce yourself and explain the purpose of your call:

1. The CEO of the company has to travel to London with his team to attend a meeting. Tell them about the number of guests, contact details and dates of travel.
2. Ask them about hotel facilities (internet, gym, swimming pool, restaurant...) room prices and types, amenities in the area, etc.
3. Make the reservation.

## **Criterios de calificación :**

Es capaz de establecer un contacto social, presentarse y plantear y responder a preguntas sencillas.	1	2	3	4
Puede presentar y explicar los puntos principales de su exposición y mantener un discurso que se pueda seguir fácilmente.	1	2	3	4
Tiene un vocabulario suficiente para poder expresarse. Utiliza correctamente los tiempos verbales.	1	2	3	4
Domina la estructura de la frase simple y algunas expresiones de uso habitual.	1	2	3	4
La pronunciación es clara et inteligible.	1	2	3	4